

FSSI Office Supplies II

Compatible and Remanufactured Toners

As part of the FSSI commitment to sustainable and green practices, the following reference has been developed to provide customers information on the compatible and remanufactured toners and related warranties and services provided by FSSI OS2 vendors.

This reference includes:

1. The brands of remanufactured and compatible cartridges each vendor carries
2. The OEM cartridge brands that each vendor's remanufactured and compatible cartridges can replace
3. Vendor warranties
4. Manufacturer warranties
5. ISO standards

In summary:

- **OEM Brands Substituted.** Major brands like Brother, Cannon, Dell, Epson, IBM, HP, Lexmark, and Pitney Bowes are carried by most vendors
- **Reman and Compatible Brand Selection.** Some vendors, like Office Depot, New York Inkjet, Metro Office Supplies, and Document Imaging Dimensions have focused on providing only a few brands of remanufactured and compatible cartridges; others have a wider selection
- **Warranty.** Vendors typically offer the manufacturer's warranty, which is a one year money-back guarantee on the cartridge as well as an offer to reimburse repair or replacement of any printer that's damaged by a remanufactured or compatible cartridge
 - Some vendors, such as New York Inkjet, Office Depot, and Shelby Distributions offered on-site maintenance within 24 hours
 - Document Imaging Dimensions offers a printer maintenance program with the purchase of select toners
- **ISO Standards.** Remanufactured ink and toner cartridges are generally given certification from the International Organization for Standardization (ISO) for the quality of their processes. Cartridges are eligible for ISO 9001:2008, which is certification for quality management, and ISO 14001:2004, which is certification for environmental sustainability. Most manufacturers have ISO 9001:2000 certification while only a few are ISO 14001:2004 certified.

For more information on available compatible and remanufactured toner products, please contact the specific vendors or visit their websites.

REMANUFACTURED AND COMPATIBLE TONER INFORMATION BY VENDOR

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REMANUFACTURED AND COMPATIBLE TONER INFORMATION BY MANUFACTURER

Reman/Comp Manufacturer	Warranty	ISO
Digitek Expression	100% money-back guarantee; reimburse cost of repair	9002
Clover Technology Group	one year warranty, reimburses cost of repair	9001 and 14001
Xerox Replacement Cartridges	Replacement for defective cartridges; reimburse printer repair costs due to defective cartridges	9001 and 14001
Sita	Four hour response from technician in metro areas; 24-hour technician response in out-lying areas; repair or replace machines broken by toner cartridges	9001
Cardinal Cartridges	Replace any defective printer cartridges; replace or purchase any printer with damages due to cartridges	
Elite Image Products	Cover costs to repair machines	9001
Staples Brands	One year warranty to cover costs to repair machine	9001 and 14001
SkilCraft	Next day replacement available; same-day response from technician	
Unitone	One year warranty, offers replacement of defective cartridge; reimburses repairs to printers	
Verbatim	Replace or refund defective cartridge; reimburse cost of repair	
IPW		9001
MSE		9001 and 14001